

Request for Proposal

Our client has requested us to provide
BUSINESS CARD MANAGEMENT SYSTEM
in accordance with the description below,
hence we are seeking your professional expertise.
Kindly send a quote as soon as possible
noting every detail as attached herewith

1. OBJECTIVE

- 1.1 The African Development Bank (AfDB), hereinafter referred to as “The Bank,” is requesting proposals from qualified bidders for implementation of a Digital Card Management System to provide all the Bank’s users with a single digital/virtual business contactless card and information-sharing.
- 1.2 This newly acquired application for both business card management and be obtained to replace the existing AfDB Card Management System. In other words, it is for the Bank to turn the page from a paper-based business card into a digital wallet card that can be used to share contacts and other useful Bank’s information via an iOS and Android phones devices.

2. PROJECT SCOPE

- 2.1 The selected Firm shall provide Digital Business Card Services, Digital Event Marketing. These services shall be a cloud-based application hosted on the Bank’s Data Center or private cloud. This application should be combined with two interfaces: a back-end interface for administration and a Front-end interface for Bank users to update and self manage their contact information.
- 2.2 In addition, the selected system can also be used for other purpose, such as pushing marketing videos, links that needed to be pushed during a Bank’s high-profile event.
- 2.3 The user shall also receive a digital wallet card that use NFC technology to share a person’s contact information in a touchless manner; in other word, exchange of business contact is made from the digital wallet card to the other person phone.
- 2.4 Finally, this digital business card and services will be provisioned on-demand to meet the Bank demand to replace the traditional paper-based business card.

3. BACK-OFFICE APPLICATION INTERFACE CONNECTED TO BOTH BANK’S MASTER DATA AND STAFF DIRECTORY

- 3.1. The selected bidder will provide a PHP based application to manage and administer the digital wallet card and users contacts. This application should be user friendly and should work on any devices such as, desktop, Phones and Tablets. This application should also bear an interface for the bank users to authenticate themselves and manage their contacts.
- 3.2. Multi-lingual Support (English, French)
- 3.3. User Interface & User experience as per AfDB’s request

4. ABILITY FOR BANK USERS TO SELF-MANAGED THEIR DIGITAL WALLET CARD

- 4.1. Provide an interface for Bank users to update their contacts information on the go.
- 4.2. This application should give the users, the ability to digitalize old business cards and update his/her contacts (Self-manage contacts)
- 4.3. Provide a NFC technology based digital wallet card, which should be issued as a first batch for 1,500 users.
- 4.4. This application must have push technology for sharing digitally marketings and event participants.

4.5. The application should include the QR Code and provide the ability to scan offline with the NFC technology. All the contacts recorded offline should be synchronized to the cloud platform.

5. SPECIFICATIONS OF DIGITAL BUSINESS CARDS

5.1 At the start of the project, the Bank will require about 1500 digital business cards during the first year, as described below:

Description	Material	Quantity	Colour
Executive Team	Metal	01	Gold
Other staff	Plastic	1499	White and Green
Total		1500	

5.2 The above volume is indicative only, the actual quantity may vary depending on the needs.

5.3 The selected vendor will be required to supply Cards as and when needed during the entire contract period. In addition to this volume, should there be a need to produce additional cards for new requests or to replace stolen or lost cards, the selected bidder will be required to produce and deliver these cards. To this effect, bidders are requested to include in their financial offer the unit price per card.

5.4 **The size of the digital business cards is : 8.5/5.5**

5.5 **Finnish:** Gloss Laminated with UV printing.

5.6 **Printing :** Double sided with QR Codes on both sides.

5.7 Upon ordering, the cards should be delivered within 03 working days.

5.8 The team of the selected of the bidder will work closely with the Bank's team to validate the design for production. At minimum, the card will include the following information: FullName, Title, Contact, email and phone number, official Bank Social Network, etc.

5.9 The digital business cards will be delivered at the Bank's Headquarters in Abidjan, Avenue Jean-Paul II in Plateau, Cote d'Ivoire. In the event the bidder is not based in Cote d'Ivoire, explanation should be provided on how the cards will be delivered. For bidders based in Cote d'Ivoire, the logistical arrangements for timely delivery should be provided.

6. DELIVERABLES

6.1 The expected deliverables shall be as follows in the pricing table (see quotation and Pricing).

1) Back-office Application for Card Management

- Configuration, administration
- Access to all application features
- Access to all reports
- Dedicated customer success for the onboarding
- 24/7 customer support

2) 1500 Digital Wallet Cards

- Perpetual licenses for Bank users
- Personal Workspace

3) Dedicated Support during implementation (1 Technician)

4) Distribution of digital cards onsite at the Bank's premises in Plateau, Abidjan (Cote d'Ivoire).

6.2 In addition, the selected bidder should provide comfort to the African Development Bank that the Solution meets the requirements specified in the Terms of Reference ("TOR"). The Bank expects to receive from Bidder the following outputs:

- a) A "live" demonstration to final users
- b) A fully installed, well integrated, customized and functioning Solution that meets AfDB's requirements as specified in the scope of the services.
- c) A user guide as well as a technical manual satisfactory to the African Development Bank.
- d) An executive summary report validating the implementation process, the achievement and/or gaps on the various milestones and functionalities specified in the TOR.
- e) Key recommendations for the implementation of gaps or workarounds - whether technical or functional - that would have been identified
- f) Upon the completion of the project, the selected vendor shall provide a comprehensive report with details of completed implementation of project.

7. APPROACH AND METHODOLOGY AND PLAN FOR IMPLEMENTATION

The technical proposal should describe the proposed implementation process i.e. how the solution will be deployed, configured and transitioned into an operational system. Each bidder is required to provide an overview and a brief description of the major tasks involved in the implementation, the overall resources needed to support the implementation effort to demonstrate how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- (i) A detailed description of the approach and methodology for how the Bidder will achieve the Terms of Reference of the project, keeping in mind the appropriateness to project environment. Details how the different service elements shall be organized, controlled and delivered.
- (ii) The methodology shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- (iii) Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- (iv) Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- (v) Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- (vi) Demonstrate how you plan to integrate sustainability measures (if applicable) in the execution of the contract.
- (vii) Any other comments or information regarding the project approach and methodology.
- (viii) Bidder's Comments and Suggestions on the Terms of Reference: Bidders are requested to provide comments and suggestions on the Terms of Reference, or additional services that will be rendered beyond the requirements of the TOR, if any.

8. DURATION OF IMPLEMENTATION

The implementation duration should not exceed three (02) Months. The Bank intends to put in place a contract for a one-year period renewable based on satisfactory performance of the supplier. The

cumulative duration of the contract is five (05) years. Bidders are requested to include in their technical proposal a draft contract.

9. LOCATION

The work will be carried both on the service provider premises and on the Bank's office in Abidjan, Cote d'Ivoire. A special training of the back-end team will be done at the service provider premise. The training of the front-end team and the handover will be done at the Bank premises in Abidjan, Cote D'Ivoire.

10. PROJECT GOVERNANCE

The selected bidder will report to the Division Manager of Digital Business Solution (TCIS1). A Project Committee will be established to oversee supervision and monitoring of the assignment.

Role of the Project Committee:

- Ensure that the outputs and deliverables are consistent with the overall objectives of the project;
- Ensure the appropriate reviews of issues encountered during the lifespan of the assignment;
- Verify that the required approvals and directions for the assignment are obtained at every stage of the assignment;
- Approve recommendations and documents submitted by the Bidder.

11. TECHNICAL ASSISTANCE AND SUPPORT

Technical assistance should be easily reachable (phone, email or client web portal) and provide prompt service. We expect technical assistance to be able to respond to issues (functionality, data downloading etc...) and to provide reliable information on the methodology of implementation and the solution features. Assistance should also help to understand some of risk measures and/or sensitivity analysis. Technical assistance should also include proactive problem solving, configuration and performance optimization.

12. TRAINING

The proposal should also indicate the capacity of the firm to conduct training sessions for Bank staff and IT teams and should provide details on how such training will be carried out. Three to seven staff members will go for the training at the service provider premises. And other IT and non-IT staffs of Bank will be trained on the Bank premises during the handover week.

13. PERFORMANCE EVALUATION OF THE CONTRACT

The Agreement to be entered between the Bank and the contractor will be evaluated twice a year. The quality of delivery of services will be assessed using performance criteria on which the Contractor agrees. Insufficiencies detected will be immediately reported in writing to the attention of the Contractor, as well as opportunities for improvement in order to meet the standards and market quality.

The results below those expected by the Bank and the failure to obtain the minimum required score for each criterion expose the Contractor to sanctions

14. SERVICE STANDARDS OR OTHER STANDARDS

Please Refer to Section 9.

15. PROJECT RESPONSIBILITIES

The responsibilities will be shared between the Bank and the firm according to the following RACI Matrix:

Item	AfDB	NegoLinks
Define responsibilities between different project teams	RA	C
Ensure Project team members and decision makers availabilities	RA	I
Project Management (Work packages, Milestone plan, Timelines)	RC	RA
Project Organization (Scope & Responsibilities)	RA	RC
Communication Strategy	RA	C
Project Structure and role	RA	C
Testing strategy	RA	RC
Go live / roll out preparation	RA	RC
Communicate instantaneously decisions having influence on the Project	RA	RC
Development and execution of test cycles including test data creation and delivery of staff	RA	RC
User Administration	RA	C
System architecture and system landscape	RA	C
Procurement of hardware	RA	C

R = Responsible; A = Accountable; C = Consulted (provides inputs); I = Informed